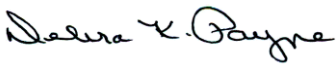
 <p style="text-align: center;">POLICIES AND PROCEDURES</p> <p style="text-align: center;">State of Tennessee Department of Intellectual and Developmental Disabilities</p>	Policy #: 60.5.1	Page 1 of 8
	Effective Date: May 22, 2017	
	Distribution: B	
Policy Type: Administrative	Supersedes: N/A	
Approved by:  Debra K. Payne, Commissioner	Last Review or Revision: April 13, 2017	
Subject: PUBLIC RECORDS		

- I. **AUTHORITY:** Tennessee Code Annotated (TCA) § 4-3-2708, TCA10-7-501, and TCA 33-1-303.
- II. **PURPOSE:** To establish a process and procedures, pursuant to T.C.A. § 10-7-503(g), to provide access to public records of the Department of Intellectual and Developmental Disabilities ("DIDD" or "department"), in compliance with the Tennessee Public Records Act ("TPRA").
- III. **APPLICATION:** This policy applies to employees of DIDD and any citizen of Tennessee requesting public records of DIDD.
- IV. **DEFINITIONS:**
 - A. **Office of Open Records Counsel (OORC):** The office of the Tennessee Comptroller of the Treasury serving citizens, media and governmental entities as a resource for issues concerning Tennessee's public records laws.
 - B. **Public Records:** All documents, papers, letters, maps, books, photographs, microfilms, electronic data processing files and output, films, sound recordings, or other material, regardless of physical form or characteristics, made or received pursuant to law or ordinance or in connection with the transaction of official business by DIDD.
 - C. **Public Records Request Coordinator (PRRC):** The individual designated in section VI. B. 1. a of this policy who has the responsibility to ensure public record requests are routed to the appropriate records custodian and are fulfilled in accordance with the TPRA and this policy. The Public Records Request Coordinator may also be a records custodian.
 - D. **Records Custodians:** The employees of DIDD lawfully responsible for the direct custody and care of public records. The records custodians are not necessarily the original preparers or receivers of the records.
 - E. **Requestor:** A person seeking access to a public record, whether it is for inspection or duplication.
 - F. **Tennessee Public Records Act (TPRA):** T.C.A. §§ 10-7-501, *et seq.*

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- V. **POLICY:** Pursuant to T.C.A. § 10-7-503(g), this Public Records Policy is hereby adopted to provide economical and efficient access to public records of DIDD as required under the Tennessee Public Records Act. This policy shall be reviewed every two years and shall be posted online at DIDD's internet website. DIDD's Public Records Request Coordinator (PRRC) shall report to the commissioner on an annual basis about the department's compliance with the TPRA pursuant to this policy and shall make recommendations, if any, for improvement or changes to this policy.

DIDD public records shall, at all times during business hours, be open for personal inspection by any citizen of this state, and those in charge of the records shall not refuse such right of inspection to any citizen, unless otherwise provided by state or federal law.

Personnel of DIDD shall timely and efficiently provide access and assistance to persons requesting to view or receive copies of public records. No provisions of this policy shall be used to hinder access to open public records. However, the integrity and organization of public records, as well as the efficient and safe operation of DIDD, and the persons it supports, shall be protected as provided by current law. Concerns about this policy should be addressed to DIDD's PRRC or Office of General Counsel.

This policy shall be applied consistently throughout the various offices, departments, and/or divisions of DIDD, except that records requests directed to DIDD's Office of General Counsel will be handled in accordance with law and procedural rules applicable to privileged communications.

VI. **PROCEDURES:**

A. Requesting Access to Public Records

1. Public record requests shall be made to the PRRC or his/her designee in order to ensure that public record requests are routed to the appropriate records custodian and fulfilled in a timely manner.
2. Requests for inspection only may be made to the PRRC orally or in writing using the "DIDD Public Records Request Form" (hereinafter referred to as "Attachment A") at the PRRC's mailing address, email address, fax number or phone number at DIDD's Central Office shown on the form. The PRRC may request contact information from the requestor for the purpose of providing any written communication required under the TPRA.
3. Requests for copies, or requests for inspection and copies, shall be made to the PRRC in writing using Attachment A, at the mailing address, email address or fax number at DIDD's Central Office, shown on the form.

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4. Proof of Tennessee citizenship by presentation of a valid Tennessee driver's license (or, in the discretion of the PRRC, alternative acceptable form of ID showing the requestor's address) is required as a condition to inspect or receive copies of DIDD public records.

B. Responding to Public Records Requests

1. Public Records Request Coordinator (PRRC)

- a. DIDD's designated PRRC is the Director of Communications, whose name and contact information appears on Attachment A.
- b. The PRRC shall review public record requests and make an initial determination of the following:
 - 1) If the requestor provided evidence of Tennessee citizenship;
 - 2) If the records requested are described with sufficient specificity to identify them; and
 - 3) If DIDD is the custodian of the requested records.
- c. The PRRC should acknowledge receipt of a records request by appropriate means and take any of the following appropriate actions:
 - 1) Advise the requestor of this policy and requirements regarding:
 - a) Evidence of Tennessee citizenship;
 - b) The form required to request copies;
 - c) Fees; and
 - d) Aggregation of multiple or frequent requests.
 - 2) If appropriate, deny the request in writing within seven (7) business days of receipt of the request, using the "DIDD Public Records Request Response Form", Attachment B, (hereinafter referred to as "Attachment B"), providing the grounds for the denial, such as one or more of the following:
 - a) The requestor has not presented evidence of Tennessee citizenship;
 - b) The request lacks specificity;

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- c) A specified exemption, or state or federal law makes the record not subject to disclosure under the TPRA;
- d) DIDD is not the custodian of the requested records; or
- e) The records do not exist.
- 3) If appropriate, contact the requestor to see if the request can be narrowed.
- 4) Forward the records request to the appropriate DIDD records custodian.
- 5) If requested records are in the custody of a different government department or agency, and the PRRC knows the correct governmental entity, provide that information to the requestor and contact information for the PRRC for that entity, if known.

2. Records Custodian

- a. Upon receiving a public records request, a DIDD records custodian shall promptly make requested public records not specifically exempt from disclosure available as required by T.C.A. § 10-7-503(a)(2). The custodian may notify the requestor of the time and place of inspection or availability of copies of the records for pickup using the DIDD Public Records Request Response Form (hereinafter referred to as "Attachment B") or by other means. The custodian may also furnish copies of the requested records, subject to the payment of fees and charges, by sending them to the requestor along with Attachment B.
- b. If the records custodian is uncertain that an applicable exemption or state or federal law prohibiting disclosure applies, the custodian may consult with the PRRC or DIDD's Office of General Counsel.
- c. If it is not practicable to promptly make available for inspection or furnish copies of requested records, because additional time is necessary to determine whether the requested records exist, to search for, retrieve, or otherwise gain access to records, to determine whether the records are protected from disclosure, to redact records, or for other similar reasons, then the PRRC or records custodian shall, within seven (7) business days from receipt of the request by the PRRC, send the requestor Attachment B, indicating the reason for

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the delay and an estimate of the time that will be necessary to produce the records or determine the proper response to the request.

- d. A denial by the records custodian shall be in writing, made within seven (7) business days from receipt of the request by the PRRC, as specified in section VI. B. 1. c. 2) and made using Attachment B.
- e. If a records custodian, in consultation with the PRRC and/or Office of General Counsel, reasonably determines that production of requested records should be segmented because the records request is for a large volume of records, or that additional time is necessary to prepare the records for access, the records custodian shall use Attachment B to notify the requestor that production of the records will be in segments or groups and that a records production schedule will be provided as expeditiously as practicable. If appropriate, the PRRC or records custodian should contact the requestor to see if the request can be narrowed.
- f. If a records custodian discovers records responsive to a prior records request were omitted, he/she should contact the requestor concerning the omission and produce the records as soon as practicable.

3. Redaction

- a. If a DIDD record contains confidential information or information that is not open for public inspection, the records custodian shall prepare a redacted copy prior to providing access or copies. If questions arise concerning redaction, the records custodian should coordinate with the PRRC or Office of General Counsel regarding review and redaction of records. If necessary, DIDD's attorneys may consult with the Office of Open Records Counsel (OORC) or with the Office of Attorney General and Reporter regarding this or other issues concerning records requests.
- b. Whenever a redacted record is provided, a records custodian should provide the requestor with the basis for redaction. The basis given for redaction shall be general in nature and not disclose confidential information.

C. Inspection of Records

- 1. There shall be no charge for inspection of open public records.

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2. The location for inspection of DIDD records shall be determined by the PRRC or the records custodian.
3. The PRRC or a records custodian may require an appointment for inspection or may require inspection of records at an alternate location.

D. Copies of Records

1. The PRRC and/or records custodian shall promptly respond to a public record request for copies in the most economic and efficient manner practicable.
2. Copies will be available for pickup at a location specified by the PRRC or records custodian.
3. Copies will be mailed to the requestor's home address by U. S. Mail on request, and upon payment by the requestor of estimated postage charges and fees for copies and labor, unless other arrangements have been made in advance for billing the requestor for such fees or charges. Copies may also be emailed to the requestor on request, and upon payment of fees for copies and labor. If electronic copies are provided on a flash drive or other storage device, the requestor may be charged the department's out-of-pocket cost for such device.
4. A requestor will not be allowed to make copies of records with personal equipment.

E. Fees and Charges

1. Excessive fees and charges for copies of public records should not be used to hinder access to public records.
2. Records custodians shall provide requestors with a good faith estimate of the fees and charges prior to producing the requested records.
3. When fees and charges for copies and labor do not exceed \$50, the fees may be waived. Requests for waivers for fees above \$50 must be presented to the PRRC, who is authorized to determine if such waiver is in the best interest of DIDD and for the public good. Fees associated with aggregated records requests will not be waived.
4. Fees and charges for copies and labor are as follows:
 - a. \$0.15 per page for letter and legal size black and white copies.
 - b. \$0.50 per page for letter and legal size color copies.

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- c. Labor charges when time exceeds 1 hour for time reasonably necessary to produce requested records, including the time spent locating, retrieving, reviewing, reproducing, redacting or scanning records, will vary depending on the hourly rates of the employee(s) doing the work and may include the time of an attorney reasonably necessary to review records and redactions to ensure compliance with confidentiality requirements of state and federal law.
- d. If an outside vendor is used, the actual costs assessed by the vendor.
- 5. No duplication costs will be charged for requests resulting in 10 or fewer pages of records. No duplication costs will be charged for records provided electronically except when paper copies that did not already exist are required to be created in responding to the request, such as when a record must be printed to be redacted.
- 6. Payment is to be made by check or money order payable to DIDD and mailed or hand delivered to DIDD Fiscal and Administrative Services, at the address shown on Attachments A and B.

F. Aggregation of Frequent and Multiple Requests

- 1. DIDD will aggregate records requests in accordance with the "Reasonable Charges for Frequent and Multiple Requests" policy promulgated by the OORC (hereinafter referred to as "Attachment C") when four or more requests are received within a calendar month either from a single individual or a group of individuals deemed working in concert.
- 2. Requests for any DIDD records, regardless of the type of records requested or whether the request is directed to, or specifies that the records requested pertain to, a local, regional or central office of the department, may be aggregated.
- 3. The PRRC is responsible for making the determination that a group of individuals is working in concert. The PRRC or the records custodian must inform the individuals that they have been deemed to be working in concert and that they have the right to appeal the decision to the OORC.
- 4. Once the aggregation threshold is reached, the exemption for labor charges up to one hour specified in section VI. E. 4. c. above do not apply for the second and subsequent requests.

VII. **CQL STANDARDS:** N/A

VIII. **REVISION HISTORY:** N/A

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IX. **TENNCARE APPROVAL:** N/A

X. **ATTACHMENTS:**

- A. DIDD Public Records Request Form
- B. DIDD Public Records Request Response Form
- C. Policy regarding Reasonable Charges For Frequent and Multiple Requests